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PATENT

04/30/01
Jc978 U.S. PTO

Attorney's Docket No. 00-4064

Jc973 U.S. PTO
09/845486
04/30/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Box Patent Application
Assistant Commissioner for Patents
Washington, D. C. 20231

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of:

Inventor(s): Joshua Bers
Patrick Peterson
Michael Roberts
William Russell
Lawrence R. Smith

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE AGENTS

Certification Under 37 CFR 1.10

I hereby certify that this New Application Transmittal and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date 4/30/01 in an envelope as "Express Mail Post Office to Addressee" mailing label EK673491125US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza
(typed or printed name of person mailing paper)
Mary E. Anza
(Signature of person mailing paper)

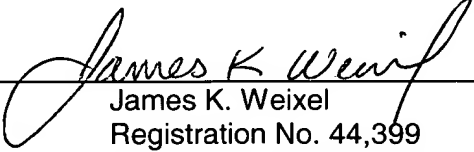
Attorney's Docket No. 00-4064

Enclosed are:

[27] pages of specification & cover sheet
 [9] pages of claims
 [1] page of abstract
 [13] sheets of formal drawings.
 [3] pages of declaration and power of attorney.
 [4] pages of assignment and assignment recordation form
 [1] page request not to publish application at 18 months
 [] pages of information disclosure statement
 [] pages of form 1449
 [] references
 [1] return postcard

| CLAIMS AS FILED | | | |
|------------------------------------|-----------------|-----------------|-----------------------|
| | NUMBER FILED | NUMBER EXTRA | BASIC FEE \$710.00 |
| TOTAL CLAIMS | 35 - 20 | 15 x | \$18.00 |
| INDEPENDENT CLAIMS | 8 - 3 | 5 x | \$80.00 |
| MULTIPLE DEPENDENT CLAIMS(S) | | 0 x | \$270.00 |
| TOTAL FILING FEE | | | \$1380.00 |

- [x] Please charge my Deposit Account No. 07-2339 in the amount of \$1380.00. **This transmittal letter is submitted in duplicate.**
- [x] The Commissioner is hereby authorized to charge any additional fees under 37 CFR 1.16 and 1.17 which may be required by the papers submitted herewith or credit any overpayment to Account No. 07-2339.
This transmittal letter is submitted in duplicate.


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**REQUEST AND CERTIFICATION
UNDER
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor

BERS, et al.

Title

Systems and Methods for Providing Audio
Information to Service Agents

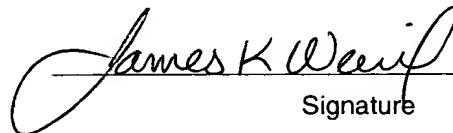
Atty Docket Number

00-4064

I hereby certify that the invention disclosed in the attached application **has not and will not** be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

4/10/2001

Date



Signature

James K. Weixel, Reg. No. 44,399

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**